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cradlepoint E100 Enterprise Router Endpoints User Guide

E100 Quick Start Guide

Introduction
This document provides a brief overview of the E100 router, discusses what's inside the box, and provides basic setup and installation instructions.

Contents

Before You Begin

Read the following before setting up the Cradlepoint E100 router.
Location Considerations
To ensure the E100 operates efficiently, the following is recommended:

- Ensure the device is positioned to receive the optical signal. Avoid positioning near concrete walls, metal or reflective surfaces, or any other objects that may interfere with RF reception.
- Ensure plenty of ventilation. Avoid installing the device in enclosed spaces.
- Do not install the device in direct exposure to the elements. Extreme heat or cold can and will impact the router's performance.

Refer to the E100 Safety, Regulatory, and Warranty Guide (included with your hardware) for more information about location considerations.

SIM Card for Wireless Connectivity

A wireless broadband data plan must be added to your Cradlepoint E300 series branch router for wireless broadband connectivity. Wireless broadband data plans are available from network operators such as Verizon, AT&T, Telstra, etc. The SIM card must be activated and provisioned by the network operator. Contact your network operator for details about selecting a data plan and about the process for provisioning your SIM.

Batteries

The E100 includes two battery doors and the potential to install two batteries. The battery in the side with the SIM slots is considered the primary.

This guide provides instructions for installing the primary battery. Installing a battery is optional and not required for use. The E100 router will still operate without an installed battery.

Required Tools for Setup

- #0 Philips-head screwdriver (for battery door cover)
- #2 Philips-head screwdriver (for the mounting screws)
- Mounting equipment (varies upon desired mounting location)

  o Drill with 2.5 mm (or equivalent) drill bit

Setup

The following instructions walk through the basic setup of the Cradlepoint E100 router. For more advanced setups, contact a professional installer.

STEP 1: Check box for content.

Refer to the following to ensure you received all items included with the E100 hardware.

- [1] Cradlepoint E100 router
- [1] Power supply
- [2] LTE antennas
- [2] Battery door screws
- [2] Wall/ceiling mount screws
- [4] Rubber desk mount feet
- [1] Mounting template
- [1] Getting Started reference sheet
- [1] Safety, Regulatory, and Warranty guide
- [1] Battery
- Optional second Battery

STEP 2: Remove the battery door.

Unscrew and remove the battery door from the E100 endpoint.

STEP 3: Insert an active 2FF-sized SIM.

Insert an activated 2FF-sized SIM card into the SIM1 slot (contacts down, a notch in). The SIM card will click into place.

STEP 4: Insert the battery.

Insert the battery with the contacts in, logo facing up, until it clicks into place and is fully encased in the router. If you have selected the optional second battery, repeat this process for the second battery.

STEP 5: Reinstall the battery door.
Replace the battery door and use the door screw to secure it.

STEP 6: Attach the LTE cellular antennas.
Install the 2 paddle antennas on the MAIN and DIV ports.

STEP 7: Mount the router.
The E100 router may be mounted in a number of ways, including placed on a desk, affixed to a wall, or mounted on the ceiling. Refer to the following for best practices:

DESK

- Install the rubber feet (included) on the bottom of the router.
- Place the router on a flat surface away from objects that cause RF interference, including concrete, reflective and metal surface, microwaves, and so on.

WALL & CEILING

- Using the included mounting insert, mark the desired mounting location on the ceiling or wall using a pen or marker.
- Ensure the mounting location is away from objects that cause RF interference, including concrete, reflective and metal surface, microwaves, and so on.
- Pre-drill holes for the mounting screws.
- Use wall anchors to ensure the endpoint is securely mounted.

STEP 8: Connect the Ethernet cable.
Connect the Ethernet cable to the port marked WAN on the back of the E100. Connect the other end to your cable modem.

STEP 9: Power up the router.

- Connect the power supply to the router and then plug the other end into an electrical outlet.
- Switch the device to the ON position (O = Off, – = On).
- Allow 1 minute for the router to run through its bootup sequence.
- Refer to the Understanding LEDs section of this guide for more information about LED indicator status.

Understanding LEDs

The E100 router uses LED lights on the front panel to communicate various status conditions. Use the table below to verify the status of your router after the 1-minute bootup cycle.
NOTE: The icons are only visible when powered on and backlit.

STATUS IN DICATOR	BEHAVIOR
⏻	POWER: The Cradlepoint E100 must be powered using an approved 54 VDC power source.
	No Light = Not receiving power. Check the power switch and the power source connection. White = Powered on. Yellow = Battery at less than 20%. Blinking Yellow = Battery needs replacement.
📶	SIGNAL STRENGTH: LED bars indicate the active modem's signal strength.
	4 Solid Bars = are the Strongest signal. 1 Blinking Bar = Weakest signal (A blinking bar indicates half of a bar). 4 Blinking Bars = SIM door is not installed, and the modem is off.
4G	EMBEDDED MODEM: Indicates connection status for the embedded (internal) modem
	No Light = Modem not connected. Solid White = Modem has established an active connection. Blinking White = Modem is connecting. Solid Yellow = Modem is in the process of resetting. Blinking Yellow = Data connection error. No modem connection is possible.
📶	WI-FI: Indicates the Wi-Fi status
	No Light = Wi-Fi is not operating. White = Wi-Fi is on and operating normally (2.4 GHz and/or 5 GHz)
OTHER	ADDITIONAL LED INDICATIONS
	ETHERNET PORT LIGHTS: LEDs on either side of each Ethernet port on the backside of the device indicate connection status. Green = 1Gbps Link/Activity Yellow = 10/100 Link/Activity

Troubleshooting

If the device takes longer than 5 minutes to connect to the Internet, log into the local UI of the device to make configuration changes or to start the troubleshooting process. You must be physically co-located with the device in order to do this. Refer to **No Internet or Connection Issues** for additional help.

Resources

E100 Data Sheet
Help and Support
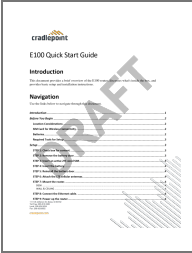**Cradlepoint Customer Connect Community Cradlepoint Support Services**

E100 Router Models
This document applies to the following E100 models:
CRADLEPOINT E100
MODEL: S5A036A

Terms of Service

Documents / Resources

	cradlepoint E100 Enterprise Router Endpoints [pdf] User Guide S5A036A, UXX-S5A036A, UXXS5A036A, E100, Enterprise Router Endpoints, Enterprise Router, Router Endpoints, E100, Router

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